



SUSSEX CENTRE

EMERGENCY PROCEDURES

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INTRODUCTION

GENERAL

Sussex Centre is a mixed-use complex, with both commercial and retail components. The Fire Alarm system monitors and controls the response and functions to any and all fire system devices throughout the Sussex Centre complex.

Building Security is on-duty 24 hours daily; upon alarm activation, Security will notify **9-1-1**, and then meet the Fire Department at the entrance to the building. The Fire Alarm Panel indicates the location and device that triggered the alarm.

The property is equipped with a **“Two Stage Alarm”**, which will generate a continuous or intermittent alarm tone when the system is activated. There are a number of automatic detection devices present that will **automatically** trigger a fire alarm. One is the smoke detector and the other is a sprinkler detector. These two devices, when activated by smoke or sprinkler water flow, will activate the fire system.

SMOKE DETECTORS

The smoke detectors are located on all supply and return fans, in all stairwells, mechanical rooms, storage rooms, elevator equipment rooms, floor return air openings and retail mall common areas. Typically, the smoke detectors will detect smoke before it is readily visible.

MANUAL PULL STATIONS

The pull stations in Sussex Centre are located at all exit doors (i.e., stairwells and at every grade level exit). When an alarm is activated, a continuous or intermittent alarm tone will sound throughout the building. These Pull Stations are certified annually as part of the overall inspection process. Building Operations and Sussex Centre Security also run random tests throughout the year.

COMMUNICATIONS

Fire Alarm speakers are located throughout the building, along with Voice Communication speakers. These are properly spaced according to audibility requirements throughout the common areas, office suites, stairwells, and parking garage. Announcements and directions are made from the Fire Control Room as required throughout the building.

EMERGENCY POWER

A diesel generator provides power to all emergency lights, elevators and life safety systems during a power failure. All other systems (i.e. heating, air conditioning, receptacle power, etc.) will not operate during a power failure.

ELEVATORS

During an alarm, all elevators will automatically return non-stop to the ground floor. An alarm will activate in the elevator during a fire alarm condition. The elevators will remain there with the doors open for use by the Fire Department **only**. The freight elevator is the designated Fire Fighters' elevator.

UPON ACTIVATION OF THE FIRE ALARM SYSTEM:

1. A signal will light up on the Fire Alarm Panel indicating the location and type of alarm.
2. Audible Alarm tones will sound.
3. Building Ventilation system will stop.
4. All elevators will recall to the ground floor.
5. A signal is automatically sent to an off site monitoring Central Station **and** the Fire Department.
6. All electromagnetic locking devices will release automatically.
7. After one minute a message will be made advising of the alarm condition and procedures to follow.
8. The building staff will investigate the alarm (during normal business hours only). Security will investigate if there are two guards on site, or the Fire Department will investigate when they arrive.
9. The Fire Department will arrive on site and respond to the location of the alarm.

FIRE / EMERGENCY

FIRE / EMERGENCY PROCEDURES

IF YOU ARE IN AN OFFICE AND DISCOVER FIRE

- Leave the fire area - if time permits, close all doors and take keys.
- Activate the fire alarm at the nearest Fire Alarm Pull Station immediately.
- If time allows, dial 911 to report the emergency. Give your address, floor, suite number, and location of fire in the building.
- Use the exit stairways – **NOT THE ELEVATORS** – to leave the building
- Do not re-enter the building until declared safe by the Fire Official.

IF YOU ARE IN AN OFFICE AND HEAR THE FIRE ALARM:

INTERMITTENT ALARM – prepare to evacuate the building, awaiting further instructions.

CONTINUOUS ALARM – evacuate the building immediately, taking the following precautions:

- Listen carefully for any instructions over the Public Address system.
- Before opening doors, feel door with the back of your hand for heat. If it is not hot, brace yourself against the door and open slightly.
- If you feel air pressure or hot draft, close door quickly.
- If you find no fire or smoke in corridor, close all doors behind you; take your keys and leave by the nearest stairway – **NOT THE ELEVATORS.**
- If you encounter smoke or congestion in the stairwell, re-enter the corridor to an alternate Exit, or utilize **CROSSOVER FLOORS.** If all Exits are blocked, return to your office and call for help.

CROSS-OVER FLOORS

Cross-Over Floors are floors on which the stairwell doors are automatically unlocked so that evacuating occupants can cross the floor to an alternate exit if necessary. These floor exit points should be used if the following conditions exist:

- If the primary exit stairwell is filled with smoke, and the lighting level is very poor.
- If the primary stairwell is blocked with debris, or has been severed by significant event.
- Too many people using that particular stairwell.

DESIGNATED CROSSOVER FLOORS

50 BURNHAMTHORPE ROAD

6TH FLOOR

9TH FLOOR

14TH FLOOR

90 BURNHAMTHORPE ROAD

6TH FLOOR

10TH FLOOR

15TH FLOOR

IF YOU CANNOT LEAVE YOUR OFFICE OR HAVE RETURNED
(Because of fire or heavy smoke)

- 1) Close your door but leave unlocked for possible access by Fire Department personnel.
- 2) Dial **911** for the **MISSISSAUGA FIRE DEPARTMENT** . Give your address, floor, suite number, and location of fire in the building – (never assume this has been done).
- 3) Seal cracks around door where smoke could enter by using wide masking tape or wet towels.
- 4) Crouch low to the floor if smoke enters the room.
- 5) Move to the most protected room.
- 6) Wait to be rescued – remain calm.
- 7) Listen for instructions, which may be given by authorized personnel via the Public Address system.

The Fire Alarm system is to be activated to alert the other occupants of an emergency, and to put into operation the approved Fire Safety Plan.

In General Occupants Are Advised To:

- Know where Fire Alarm Pull Stations and Exits are located,
- Dial 911 immediately whenever emergency assistance is needed,
- Report any condition considered to be a fire hazard to your supervisor.

Persons Requiring Assistance

A list of names and location of non-ambulatory persons requiring assistance shall be kept by the Building Supervisory Staff and made available to Mississauga Fire Department personnel.

GWL Realty Advisors Inc. shall furnish the Building Supervisory Staff with this list of names and their work area, and keep list up-to-date.

FIRE / EMERGENCY

FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

In the event of a small fire do the following:

- Leave the fire area, close all doors behind you.
- Activate the Fire Alarm at the nearest Fire Alarm Pull Station.
- Dial **911** for the **MISSISSAUGA FIRE DEPARTMENT**.
- Ensure the Mississauga Fire Department has been notified and wait for their arrival at a safe location.
- Only after the above has been done should you consider using portable fire extinguishers

Fire Hazards

In order to prevent fire in the building, you are advised to:

- Keep stairways, landings, corridors, exits, and Fire Hose cabinets clear of obstructions.
- Keep doors to stairways closed.
- Ensure that electrically powered equipment (e.g. coffee makers, hot plates, and copy machines) is turned off at end of each day.
- Do not dispose of flammable liquids or aerosol cans – arrangements can be made through Tenant Services to have building maintenance staff dispose of these items safely.
- Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring. **Fully insert** all plugs into their receptacles.

EMERGENCY WARDEN
PROGRAM

EMERGENCY WARDEN EVACUATION PROGRAM

To compliment building Life Safety Systems, an Emergency Response Plan utilizing a network of emergency response personnel has been established. This network of personnel is made up of Building Management/Operations, Security, and tenants. The purpose of this Plan is to provide consistent direction to building occupants in dealing with various emergencies such as fire, earthquake, bomb threat, etc. This direction is in the form of written instructions, combined with annual training classes and drills.

The following pages outline the responsibilities and procedures of the Fire Warden Teams on each floor. Before we address these procedures, there is some information about the building systems and responding building staff that you should be aware of.

BUILDING SYSTEMS

Upon activation of any fire alarm device in the building tower, the following functions will automatically be activated:

- An annunciated general alarm will sound throughout the building;
- Fan systems will shut down;
- Fire Department is notified via a central station supervisory service.

BUILDING RESPONSE – OVERVIEW

In the event of an emergency:

- Building Operations and/or Security will respond to the Main Fire Panel of the building.
- Floor Supervisory Staff will evacuate their assigned floors.
- When authorities arrive, they will assume control of the situation.

BUILDING OPERATIONS AND SECURITY

The Property Manager for GWL Realty Advisors Inc. is responsible for the development and implementation of the Emergency Response Plan. Building Management/Operations shall also coordinate activities with Fire Warden Team members such as training classes and Fire Drills. They will also ensure that the lists of Fire Warden Team members and Persons Requiring Assistance lists are kept current. Any safety hazards should be reported to Building Operations immediately. Building Operations can be reached through Tenant Services at (905) 275-6692, 24 hours a day.

BUILDING VOICE COMMUNICATIONS

Emergency Wardens are responsible for the supervision of the Deputy Wardens and the Searchers in the event of an evacuation. They are to ensure an orderly evacuation of their floor or suite to the Assembly Area outside of the building. Emergency Wardens are also responsible for all communication with the Building Operator as to the status of their floor, and to aid any physically impaired occupants who might require assistance. Emergency Wardens should report directly to the GWLRA representative at the Evacuation Area.

ALARM INVESTIGATIONS

Building Operations and/or Security staff respond to the Main Panel to determine the location of the alarm, and then proceed to investigate that location. The Mississauga Fire Department is immediately dispatched by the off-site monitoring facility in order to confirm the alarm condition. Upon full investigation by the Fire Department, Operations/Security will both acknowledge and cancel the call, or if required, evacuate the building. As the alarm is in progress, voice announcements will be made via the Voice Communication System at the Main Fire Panel.

EVACUATIONS

Evacuation of the building will depend on the level of emergency or threat posed to the facility. All building evacuations will typically follow the guidelines set out in the Emergency Warden procedures. Once an evacuation has commenced it will proceed until Fire Services have determined that there is no threat to life safety. An announcement will be made over the PA System to advise all occupants of the alarm status.

If you have begun to evacuate and are already inside the stairwell, continue the rest of the way down the stairs to ground level. Do not try to reverse your path of travel to go back up the stairs; as this will create congestion and unsafe conditions within the stairwell.

Emergency Wardens can still report directly to the GWLRA representative at the Evacuation Area.

FIRE DEPARTMENT RESPONSE

Once the Fire Alarm System has been activated, off-site monitoring systems alert Mississauga Fire Services to the presence of an alarm condition. Response times will vary according to the time of day and traffic levels, but typical response time during primary business hours can vary between 4 – 7 minutes. Once the Fire System has been activated, building operations personnel are not permitted to silence the alarm and re-set the system and elevators until instructed to do so by the attending Fire Captain. This is to ensure that the alarm is not prematurely cleared, and that the threat has been fully investigated by trained personnel.

FIRE WARDENS

Emergency Wardens are responsible for the supervision of the Deputy Wardens and the Searchers in the event of an evacuation. They are to ensure an orderly evacuation of their floor or suite to the Assembly Area outside of the building.

Emergency Wardens are also responsible for all communication with the Building Operator as to the status of their floor, and to aid any physically impaired occupants who might require assistance. Wardens should report directly to the GWLRA representative at the Evacuation Area.

DEPUTY FIRE WARDENS

Deputy Fire Wardens will assist in emergency evacuations of the area under their jurisdiction, and report directly to the Fire Warden. They will assume the duties of the Emergency Warden in their absence.

SEARCHERS

Searchers are responsible for checking their pre-designated areas (lunchrooms, bathrooms, stairwells included), and when instructed by the Emergency Warden, calmly lead their floor's occupants to the pre-designated Evacuation Assembly Area.

ASSISTANCE MONITORS:

Assistance Monitors are responsible for providing assistance to those individuals requiring evacuation assistance. These individuals include:

- The physically disabled (confined to wheelchairs or assisted walking devices);
- Those suffering from injury;
- Those with debilitating medical problems (i.e. heart condition);
- Those having severe visual or aural impairment;
- Those suffering from a panic-induced mental disorder (such as anxiety or claustrophobia);
- Those having limitations that would make using the stairwell dangerous to themselves or other evacuees.

The Assistance Monitors are assigned to each floor where there are known persons requiring assistance and by the Floor Warden as required. They report directly to the Floor Warden. Building Operations will maintain a current list of individuals with restricted mobility.

FIRE / EMERGENCY PROCEDURES

EMERGENCY WARDENS

IN THE EVENT OF A FIRE ALARM, OR OTHER EMERGENCY, EMERGENCY WARDENS SHALL IMMEDIATELY:

- 1) Put on your helmet or armband if readily available, in order to be easily identified. Proceed to the Elevator Lobby of your assigned floor.
- 2) Meet with the Deputy Fire Wardens, the Stairwell and Assistance Monitors. If any of the designated personnel is not present, immediately appoint someone to the vacant position and quickly explain the position's responsibilities.
- 3) Instruct the Searchers to clear their areas and await further instructions at the stairwell door.
- 4) Instruct the Assistance Monitors to proceed to their physically disabled person and assist him/her to the initial response point. Any ambulatory disabled persons who have arrived to the designated refuge area should be instructed to stand by.
- 5) Start evacuating floor occupants as follows:
 - Instruct the Deputy Warden to systematically inform all employees to report to the Searchers at the nearest stairwell entrance.
 - Instruct the Searchers to evacuate employees down the stairwells to the Assembly Area as soon as all occupants are ready to evacuate.
 - Do a quick check of the offices and washrooms, for occupants.
 - After all occupants have evacuated the floor, instruct the designated emergency staff still remaining to vacate the floor area.
 - Respond to the Main Entrance Lobby (street level) on the Ground Floor, via the stairwell.
 - Report to the Building Operator.

ASSEMBLY AREA

50 & 90 BURNHAMTHORPE ROAD

ENFIELD PARKING LOT

EMERGENCY FIRE WARDENS

IN THE EVENT OF A FIRE ALARM, OR OTHER EMERGENCY, THE EMERGENCY WARDEN(S) SHALL IMMEDIATELY:

- 1) Get everyone out of the room or area concerned and activate the nearest Manual Pull Station and close any doors upon leaving. This may help to control the fire by reducing its oxygen supply, and may limit the spread of smoke to adjacent areas.
- 2) Report directly to Elevator Lobby of the assigned floor. Meet with the Deputy Fire Wardens and assign the Monitors and other designated personnel to their positions. Appoint an occupant to the position of Elevator Monitor. Instruct the individual to ensure that all occupants that are attempting to use the elevator are redirected to the nearest safe stairwell.
- 3) Instruct the Searchers to report to their stations beside the stairwell doors, and then begin to evacuate the floor into the stairwells. Assist the Deputy Fire Wardens in evacuating the occupants of the floor into the stairwells as quickly as possible. Use the nearest stairwell, unless that stairwell is close to the fire area.
- 4) Do a quick check of the offices and the washrooms for occupants. After all occupants have been evacuated, instruct the remaining emergency staff to vacate the area.
- 4) Respond to the Ground Floor entrance, via the nearest safe stairwell, and report to the Building Operator.

NOTE: IF A CLOSED DOOR MUST BE OPENED, FEEL THE DOOR FIRST WITH THE BACK OF YOUR HAND TO SEE IF IT IS HOT. IF IT IS HOT TO THE TOUCH, DO NOT OPEN THE DOOR.

IN THE EVENT THAT THE STAIRWELLS BECOME INACCESSIBLE DUE TO FIRE OR SMOKE, THE FIRE WARDEN SHALL IMMEDIATELY:

- 1) Calmly get all occupants into an office that is a safe distance from the fire area.
- 2) Dial 911 on the nearest telephone and advise the Fire Department of the floor number, whether there is immediate danger and any other information that may assist the Fire Department in a rescue.
- 3) Close all doors leading to the fire area, then take cloth, paper, strips of clothing, etc. and wedge them into the cracks around the door(s) and wherever else smoke may enter the room.
- 4) Await rescue by the Fire Department.

DEPUTY WARDENS

IN THE EVENT OF A FIRE ALARM, OR OTHER EMERGENCY,

1. Proceed to the Elevator Lobby of the assigned floor and meet with the Floor Warden. If the Floor Warden is not present, assume the duties of the Floor Warden and assign someone to replace you as a Deputy Floor Warden.
2. Upon instruction from the Floor Warden, systematically approach each office or floor area and appoint searchers to inform tenants to report to the nearest Stairwell Monitor.
3. Report to the Emergency Warden for further instructions.

ASSEMBLY AREA	
50 & 90 BURNHAMTHORPE ROAD	ENFIELD PARKING LOT

SEARCHERS

IN THE EVENT OF A FIRE ALARM, OR OTHER EMERGENCY, THE SEARCHERS WILL:

- 1) Report to the Elevator Lobby of the assigned floor and meet with the Emergency Warden.
- 2) Proceed to the assigned Exit stairwell and stand by to assist the occupants in their evacuation. Check the stairwell and confirm that it is unobstructed and clear of smoke.
- 3) As the occupants report, line them up single file to one side of the hallway beside the Exit. Instruct the occupants to remove any footwear that may impede rapid movement down the stairwells (i.e., high heels).
- 4) Upon being ordered to evacuate by the Emergency Warden:
 - a) Calmly lead your occupants into and down the stairwell.
 - b) As the occupants enter the stairwell, instruct them to keep against the wall and merge into the traffic flow as they descend to the next floor.
 - c) Once outside the building, lead the occupants to the Assembly Area (see below). Conduct a head count and wait for further instructions.

NOTE: If there is any indication that the stairwell is contaminated or obstructed, contact the Floor Warden and direct the occupants to the other stairwell.

ASSEMBLY AREA	
50 & 90 BURNHAMTHORPE ROAD	ENFIELD PARKING LOT

ASSISTANCE MONITORS

AT THE SOUND OF AN ALERT OR GENERAL ALARM, ASSISTANCE MONITORS SHALL:

- 1) Proceed to your designated physically disabled person and assist the person to the Designated Refuge Area. The primary refuge area can be any of the following areas:
 - A portion of a landing within a stairway.
 - Vestibule located adjacent to an exit.
 - Near the Fire Service Elevator provided no smoke is in the elevator lobby.

Should any refuge areas become untenable due to dangerous conditions (smoke, fire) move disabled individuals to the area furthest from the danger, preferably behind a fire rated metal door.

- 2) Advise the Emergency Warden that you are standing by, and then wait for further instructions from the Building Operator.
- 3) If unable to locate your designated individual, proceed to the Elevator Lobby and report your findings to the Emergency Warden and to the Building Operator.
- 4) If ordered to evacuate your floor, wait until occupants from higher floors have descended down the stairwells, then move the physically disabled individual onto the stairwell landing and await assistance from the Fire Department or Building Response Teams.
- 5) Confirm that the Emergency Warden has advised the Building Operator of the situation and that assistance is on the way. If your floor becomes contaminated by heat and smoke, manually assist the physically disabled individual down the stairs at least three floors below the fire floor if possible

Assistance Monitors should discuss methods of lifting with their assigned disabled person, so that if the situation requires the transport of the individual to a safe location, it can be done in a safe and coordinated manner.

ASSEMBLY AREA	
50 & 90 BURNHAMTHORPE ROAD	ENFIELD PARKING LOT

FIRE & HAZARD MITIGATION

FIRE

In their day-to-day routines, Fire Warden Team Members shall be aware of potential fire hazards. Some are as follows:

- Any accumulation of combustible material, rubbish, or flammable liquids in any undesignated areas.
- Dangerous ignition sources, i.e., worn extension cords, oily rags, overheating equipment, overloaded electrical outlets.
- Defective Exit lights or inadequate lighting in public corridors and stairwells.
- Defective Fire or Exit doors (including self-closing hardware). Doors should not be wedged open under any condition.
- Obstructed evacuation routes. Supervisory Floor Staff should walk stairwells and evacuation routes to ensure that they are familiar with them. This would be important in the event of a power failure.
- Obstructed or under charged fire extinguishers or other fire fighting equipment (obstructed fire hose cabinet).

REPORT ALL FIRE HAZARDS IMMEDIATELY
TO TENANT SERVICES
OR
SUSSEX CENTRE SECURITY

EMERGENCY TRAINING AND DRILLS

TRAINING

All Supervisory Floor Staff will be provided with copies of the "Supervisory Floor Staff – Emergency Response Manual". This will serve as your Policy Manual as it pertains to emergency response and will be the basis of your training program.

The Building Operator shall ensure that training sessions are provided to Supervisory Floor Staff at least once per year and as requested by the tenant for newly delegated Supervisory Staff.

Training sessions may take the form of live presentations, video presentations or tabletop exercises.

EMERGENCY RESPONSE DRILLS

Building Management/Operations shall ensure that Emergency Response Drills take place in accordance with local Fire Codes and GWLRA Property Management Policy. These drills or exercises only require the participation of Supervisory Floor Staff, but floor occupants may also participate at their discretion.

The drills may take the form of meetings, training sessions, situational exercises, or tabletop exercises. Each Fire Warden Team Member will be required to complete a Sussex Centre Fire Drill Record Form as provided by building management.

REPORTING PROCEDURES

It is essential that any and all emergency occurrences and situations pertinent to this building be reported to Property Management as follows:

1. At the time of the occurrence, a verbal report shall be made to the Property Manager or his/her designate.
2. A written report shall be submitted, within 24 hours, to the Property Manager concerning:
 - A) Fire.
 - B) System malfunctions.
 - C) Any problems identified during evacuation drills.
 - D) Any other incident or condition that could prove hazardous to occupants, or property anywhere in the building.

A written note describing the occurrence, the cause, if defined, and any actions taken to remedy the situation is requested. Names of those taking actions, including names and/or identification numbers of Fire Department personnel, if called, should be noted. If the incident involves a person being transported to hospital or other facility, note time transported and intended destination. If a vehicle or other property is removed, note the name, time of removal, and intended destination, where possible.

BOMB THREATS

BOMB THREAT PROCEDURES

FIRE WARDENS

UPON BEING INFORMED OF A BOMB THREAT, FIRE WARDENS SHALL:

- 1) Do not panic. Follow the directions of the Fire Warden, GWLRA Representative or Emergency Services personnel as applicable.
- 2) Gather your Deputy Floor Warden and Monitors. Check exits and evacuation routes for suspicious packages prior to an evacuation being initiated.
- 3) If requested, systematically search your area concentrating first on areas accessible to the general public. These areas include corridors, elevators, lobbies, public washrooms, under stairwells, fire hose and extinguisher cabinets, unlocked closets and utility rooms.
- 4) If a suspicious package is found, **DO NOT DISTURB IT.** Notify the Fire Warden, GWLRA Representative or Emergency Services personnel via the nearest telephone and follow their instructions.
- 5) If you are ordered to evacuate the floor, then instruct the occupants to take their briefcases, lunch boxes, purses and small packages with them. This will decrease the number of packages to be examined by the search team.
- 6) Evacuate the occupants in your area to the nearest safe exit, using the Evacuation Procedures outlined in the Fire Section. Send them to the Assembly Area as designated by Property Management.
- 7) Proceed to the Assembly Area and advise the Fire Warden, GWLRA Representative or Emergency Services personnel of the status of your floor. This would include reports on any injuries and the extent of the search.
- 8) Wait in the designated Assembly Area until further instructions are given. **DO NOT RE-ENTER THE BUILDING UNTIL ADVISED BY PROPERTY MANAGEMENT THAT ALL IS CLEAR.**
- 9) Report any missing persons to the Fire Warden, GWLRA Representative or Emergency Services personnel.

BOMB THREAT

ALL BOMB THREATS MUST BE TAKEN SERIOUSLY:

Telephone Bomb Threat

1. Remain calm and courteous.
2. Keep the caller on the line as long as possible.
3. Enlist the aid of fellow employees to notify **Peel Regional Police at 911 and Security**; dial (905) 897-0323, giving the following information:
 - a) Company's name and location.
 - b) Floor number where call is being/has been received.
 - c) Your name and telephone number.
4. Obtain as much information as possible (refer to Bomb Threat Report Form on the following page).

If you discover a suspicious looking package

1. Do not touch the package.
2. Clear the immediate area where the package has been discovered.
5. Notify **Peel Regional Police at 911 and Security (905) 897-0323**, giving the following information:
 - a) Company's name and location.
 - b) Floor number where call is being/has been received.
 - c) Your name and telephone number.
 - d) Any details regarding the suspicious package.

BOMB THREAT REPORT FORM

Questions to ask:

What time will the bomb explode? _____

Where is it? _____

Why did you place the bomb? _____

What does it look like? _____

Where are you calling from? _____

Do you represent a political group? _____

What is your name? _____

Details:

Date: _____

Time call received: _____

Exact words said: _____

Background noise: _____

Duration of call: _____

Line call received on: _____

Location of telephone: _____

Person(s) notified: _____

Time Notified: _____

Identifying Characteristics

Sex of caller/age: _____

Accent (English, French, etc.): _____

Voice (loud, soft, etc.): _____

Speech (fast, slow, etc.): _____

Diction (good, nasal, lisp, etc.): _____

MAILROOM GUIDELINES **& SUSPICIOUS PACKAGES**

MAILROOM STAFF GUIDELINES FOR SUSPICIOUS PACKAGES (INCLUDING BIOLOGICAL WEAPONS)

In general, biological weapons or mail bombs will stand out from the normal flow of mail due to different or unusual packaging. For this reason, all mail should be processed by a person or a group familiar with and/or who handle the company mail on a regular basis. This will allow them to 'benchmark' the profile of the company mail, and to permit them to compare suspicious articles to that 'benchmark'. Most dangerous packages exhibit unique characteristics, which should be helpful in identifying a suspect item.

Dangerous items (e.g., biological weapons, mail bombs, etc.) can be contained in letters, books, and parcels of varying sizes, shapes and colours.

SUSPICIOUS PACKAGE RECOGNITION POINTS:

- Letters feel rigid, appear lopsided, and are bulky/heavy for their size.
- Stains, crystallization, or discolouration may be present on the envelope/wrapping.
- An excessive amount of postage stamps. Any foreign writing, address or postage; Foreign Mail', 'Air Mail', or 'Special Delivery' labels.
- The sender is unknown and there is no return address, or the return address and postmark do not correspond; hand-delivered packages.
- Unusual restricted endorsements such as "Personal, Private, Confidential, 'Prize Enclosed', etc; or any other threatening message.
- The addressee normally does not receive personal mail at the office, or the package is addressed to a title/position or to no one in particular, or the addressee no longer works there.
- The address has been prepared to ensure the anonymity of the sender (e.g., homemade labels, cut and paste lettering.
- The mailing emits a particular odour, or appears to be disassembled or re-glued.
- Handwriting appears distorted; irregular or poor typing of address.
- The mailing has powder on the outside, or protruding wires, tinfoil, or string.
- Pressure or resistance is noted when removing the contents.
- The outer container has an irregular or asymmetric shape, soft spots, or bulges.
- Several combinations of tape, or excessive amounts of tape, are used to secure the parcel, or the parcel is unprofessionally wrapped parcel is labeled 'Fragile', etc.
- The use of a string to tie-up/secure the package. String is generally no longer used today for that purpose.
-

Trust your intuition and the intuition of your co-workers.

BIOLOGICAL WEAPONS

The primary defensive tactic for biological weapons sent by mail is to **NOT** open suspicious items. However, not all suspicious items will be detected. It is therefore prudent to take a number of precautions with respect to the handling of mail.

- Mail should be sorted in an enclosed area, well away from large concentrations of staff members, the computer room, and other sensitive areas.
- If a suspicious item is found, place it in an airtight container or ideally, cover it with a transparent glass cover. Consider sealing the item in a clear, plastic, evidence bag (or other thick, airtight bag).
- **LEAVE THE AREA** Unlike a letter bomb, close all doors in the immediate area. Ensure the item is identifiable to the police (e.g., the only package on a table).
- If the item is not emitting powder or fluid or does not appear to be very suspicious (e.g., meaning that it only has one or two suspicious characteristics), contact the recipient/addressee for clarification. They may recognize it as familiar or non-suspicious. If they do not recognize it, or if they do not wish to view it, evacuate the immediate area and call 911. Remember, any time your intuition tells you that you are in danger, cover the item and leave the area. Immediately notify nearby co-workers, your supervisor, and call **911**.
- Employees washing their hands after handling a suspicious item should plug the sink and save the wastewater for the authorities. Employees that have handled an item that has emitted a powder or fluid, or something that could otherwise be considered hazardous must not touch their face or anything else. They should avoid contact with co-workers. They must immediately wash their hands and call 911.
- **Do not** clean up leaked fluid or powder. Cover it. Remove soiled clothing and seal same in plastic bags. Give the bags to the authorities.
- **All** employees in the vicinity of the suspicious item when it was opened must be isolated in a pre-selected area, well away from all other staff, and await the authorities there. Make a list of the people present when the item was opened. Also, list the locations the package moved through in the building. Consider turning off the ventilation system in that area as well. While anthrax is not contagious from person to person, some other biological agents are.
- When opening non-suspicious or routine mail, **do not** use your fingers or a knife. Use a Zippy™ style, closed edge letter opener that will not disturb the contents. Hold the item away from your face, and upright to avoid spillage.

POWER OUTAGE

POWER OUTAGE

GENERAL

The loss of electrical power in a commercial high-rise has a significant effect on the operation of the building, particularly if the power outage occurs during regular business hours. Power outages may range from a brown-out (power reduction), or a black-out (total loss of power). The building is equipped with an Emergency Generator that initiates in seconds following a complete power loss. This generator powers some of the elevators, fire system and pumps, emergency lighting, and other essential building systems. The generator is diesel-powered and typically will provide emergency power for up to twenty-four (24) hours on the existing supply tank.

If power is lost, the building may be evacuated depending on the circumstances; if the emergency generator fuel supply runs out, for example, then all occupants must leave immediately as there would no longer be Life Safety Systems operational throughout the building. Building Management will determine what protocols to follow dependant upon the emergency.

Internal Building Power Failure

Power Failure on a portion of the floor, or several floors:

1. Notify Tenant Services **(905) 275-6692** and give the following information:
 - a) Company name and location.
 - b) Floor number when power failure has occurred.
 - c) Details of power failure.
 - d) Your name and telephone number.

Widespread Power Outage

Failure on all or a series of floors:

- 1) Notify Tenant Services **(905) 275-6692** and/or Sussex Centre Security.
- 2) Get flashlights, radios, and other emergency equipment. Gather personnel in central locations if possible.
- 2) Remain on the floor and await further instructions.

ELEVATOR MALFUNCTION

ELEVATOR MALFUNCTION OR ENTRAPMENT

GENERAL

All building elevators are equipped with safety features that minimize the likelihood of injury and mishap. The Elevator & Escalator Safety Foundation estimates that approximately 85 billion people ride elevating devices each year. Since the late 1970's, elevator systems have made significant steps forward into microcomputer-based systems that analyze and control elevators calls, priorities, dispatches, and allow building managers to fully control all aspects of their elevator functions. Notwithstanding any of this, elevators are still mechanical devices that will experience some operating problems occasionally.

Each elevator is equipped with an Emergency Telephone system, which automatically dials to a continuously manned line when activated. The Alarm Button is located on the bottom row of the elevator buttons. Occupants must advise the person answering of the address of the building address and elevator car number. If you are trapped and have a medical condition that may be a concern, please advise the Monitoring Operator immediately.

During a power failure all elevators will cease operation and should recall to the ground floor. The freight elevator is the designated elevator that will operate during a power failure.

Elevator Malfunction (Slow Trip, Missed Call, Improper Leveling)

1. Notify **Sussex Centre Security at (905) 897-0323**, and give the following information:
 - a) Elevator car number (located inside cab).
 - b) Details of malfunction.
 - c) Your name, company, and telephone number.

Elevator Entrapment

1. Should you become trapped, remain calm.
2. Press the emergency call button.
3. Give the elevator number to the Monitoring Operator when requested on the intercom. Elevator personnel will be notified and will respond immediately to rectify the problem. Notify the operator if you have a medical condition that may be of concern.

EARTHQUAKES

EARTHQUAKE PROCEDURES

IN THE EVENT OF AN EARTHQUAKE:

- Take cover under desks and tables or against a wall or in a corner.
- Stay away from windows and glass doors.
- Keep clear of bookcases, shelves and storage cupboards.
- Remain in your office. Do not attempt to evacuate until ordered to do so.
- Re-hang dislodged telephone receivers to prevent overloading of phone lines.
- Check for any injured persons and administer first aid where necessary.
- Do not start or pass rumors.
- Evaluate damage and injuries and be prepared to expedite evacuation of serious cases.

Electricity

Do not touch exposed or damaged electrical wire. Do not touch any wet electrical appliance that is plugged in until the electrical circuit is de-energized. Unplug the appliance carefully. Appliances that have been wet must be safety-checked before using.

Water

If pipes are broken inside your premises, notify Tenant Services immediately at (905) 275-6692. Do not flush toilets until sewer lines have been inspected.

- Immediately clean up spilled flammable liquids and other harmful materials.
- Open closet and storage doors carefully, as objects may fall from shelves.
- Turn on any radios that are available.
- Do not use the telephones; expect to report emergencies.
- Do not go "sightseeing"; find a safe place and stay there.
- Stay clear of exterior building windows and interior glass areas.

If evacuation becomes necessary, then follow the Fire Evacuation procedures. Please do not leave the building immediately – await announcements via the PA System

If you discover a fire, then activate the nearest pull station, even if the fire alarm is already audible. This will allow response teams to more accurately pinpoint the location of the fire.

FOLLOW FIRE SAFETY PROCEDURES. REMAIN CALM.